

Virginia Commission on Youth Tuesday, November 28, 2006

What is <u>2-1-1</u>?

- Easy to remember phone number for FREE access to health and human services
- In Virginia, the Statewide Information & Referral System and VDSS comprise the
 - 2-1-1 VIRGINIA System



What is 2-1-1?



- 2-1-1 provides Community Information and Referral (I & R) Services.
- Trained staff use the latest information technology to help:
 - □ Define caller's needs
 - □ Provide accurate information on the right community resources
 - □ Refer and Follow-Up as needed with service providers to ensure people get the help they need

2-1-1 Connects People with the Right Information at the Right Time







Activity Across the Nation

- Currently, 209 active 2-1-1 systems covering all or part of 41 states
- Over 192 million Americans, 65% of the US population, can dial 2-1-1



- 2-1-1 launched publicly in February 2006 in the following regions: Richmond, Southeast, Central Virginia, Northwest Virginia and Southwest Virginia
- 5,284,126 Virginians are able to dial 2-1-1; approximately 75% of the population
- 2-1-1 service is available 8:30 a.m. to Midnight, seven days a week
- Northern Virginia will launch 2-1-1 in 2007



2-1-1 VIRGINIA Statistics

- Since February 10, 2006, 2-1-1 VIRGINIA has received 37,230 calls, which represents a 20 % increase over the same period in 2005.
- The first quarter 2006-2007 identified the top ten needs of inquirers as Mental Health, Housing, Financial Assistance, Home Care, Basic Immediate Needs, Health/Medical, Other Information, Violence, Government and Food.
- Currently, the Statewide Database houses 7,822 agencies and 19,847 programs.



Marketing 2-1-1 VIRGINIA

- Radio spots have been developed to raise awareness statewide.
- Each region is working with VDSS to promote 2-1-1 VIRGINIA regionally.
- Two Outreach Specialists will be hired to promote 2-1-1 VIRGINIA to local, regional and state agencies and organizations.

2-1-1 VIRGINIA Partnerships

Current statewide partners include:

Virginia Department of Social Services
Virginia Department of Health
Celebrating Special Children, Inc.
Virginia Commission on Youth
Virginia Department of Health Professions





Pilot Projects

Virginia Department of Health Professions

State Operator Service (VITA)

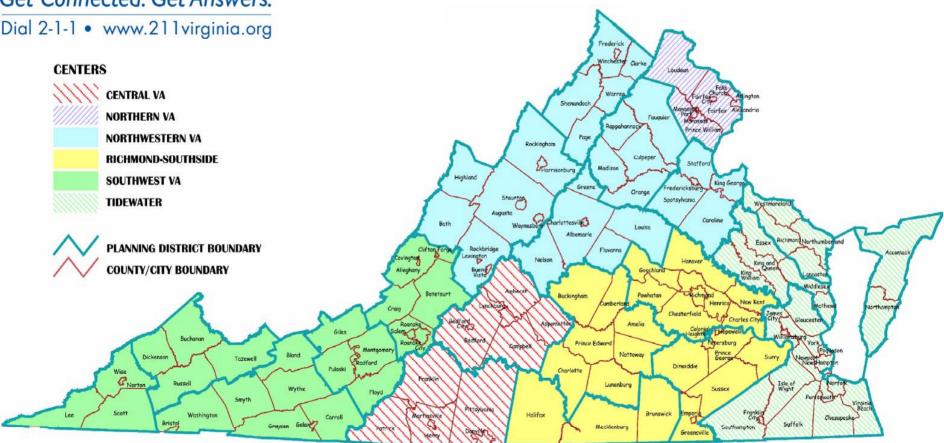


Projected Cost for 2-1-1

- Estimated cost for the 2-1-1 VIRGINIA System is \$3.4 million annually.
- Approximately \$1.7 million has been secured.
- 2006 General Assembly appropriated \$394,100 annually (2006-2008).
- Need to secure an additional \$1.3 million annually.

Get Connected. Get Answers. Dial 2-1-1 • www.21 l virginia.org

Regional Centers Phone: 800 230-6977



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Source of county and VA planning district boundaries: VA Economic Development Partnership For more information about this map or to purchase a copy of this map, contact NVRC at 7535 Little River Turnpike, Suite 100, Annandale, VA 22003. Telephone: (703) 642-0700.







www.211virginia.org

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